

New Giving System FAQs

In order to assist you in answering questions about the new options for giving at Ginger Creek Community Church we have prepared the following FAQ sheet for you. If you think of questions that are not covered in the FAQ sheet let me know and we will answer them for you.

1. What are the new ways I can use to give?

- a. Giving to the ministry support at Ginger Creek will be easier and more convenient.
- b. Current giving will continue through Checks, Cash, Website, United Way Donations, and appreciated assets. We will also continue to take an offering on Sunday mornings as we always have if you prefer to give then.
- c. In addition to those ways to give, new opportunities include:
 - i. **Mobile giving on the website**
 - ii. **Mobile phone or tablet App giving with the app for apple or android**
 1. Go to the app store and search for the Securegive. Download it and select Ginger creek as your home church. The app will guide you through the first time use/set up. After that it will only take seconds.
 - iii. **Text Giving** - by texting to 1-800-xxx-xxxx and entering the identifying information and account (if not entered previously by some other device and determine the amount of the gift. Follow the instructions to complete your giving.
 - iv. **Kiosk Giving** - This can be done in the lobby using the kiosk and a debit or credit card. Simply open the app on the kiosk and either
 1. give without logging in following the instructions or
 2. log in, enter the amount you wish to give and swipe your card

2. Will I need an ID's or log in for each device?

- a. The new system will know you on each of your devices and will recognize the one log in or ID for your account regardless of which device or option you chose to give with.

3. Can I just test the system or give one time?

- a. Yes, you can give one time through any of the devices and options that will be provided. The number of times you give is totally up to you to determine. We encourage you to test the different options

- b. If you chose to elect recurring giving and determine at timeframe (weekly, monthly, semi-monthly etc.) and amount and you change your mind, you can cancel or change that at any time.

4. If I need help, where do I go?

- a. On Sunday morning there will someone to answer your questions and help you by the kiosk for at least the first several weeks. They will be able to walk you through questions on any giving option.
- b. During the week, you can call or stop by the office to ask questions and get help any time the office is open. The phone number is 1-630-631-0100 for general or 1-630-631-0111 for Kym, 1-630-631-0110 for Gordon.

5. Why are we making this change?

- a. We have reviewed the congregations needs and ways you want to give. In doing that we recognized that people are using fewer and fewer of the traditional methods to make donations and pay for things and many are going totally mobile.
- b. The system capabilities that existed were designed to serve those old needs but do not allow for the new capabilities to be added including memorizing your payment information for easy secure use by you.
- c. The new system allows you to give when and how you want to. It provides the flexibility for you to better manage your desire to support the ministry when it is convenient for you.
- d. The new system is also needed to improve security of you information better according to today's standards.

6. Do I need to create an ID to give using the new system?

- a. The new system allows you to give without setting up an ID or create a password if you desire.
- b. However creating ID (phone number and password will make it easier in the future and allow the church accounting system know who gave the gift and add this to your annual giving statement. It also memorizes the information you provided so it is easier to give the next time.

7. How difficult is it to log on and get set up?

- a. This new system makes this very easy and will prefill information for you if you have given to Ginger Creek in the past.
- b. This is as simple as logging in using your phone number of record (the one you use at the church website or registrations)

- c. The website will identify you if it creates a match and will prefill your information.
- d. Creating a password is easy and only needs to be done the first time.
- e. Initially you may need to enter the payment and billing address information but this will only be needed the first time. After that the payment information is saved on the SecureGive system.

8. Can I make donations using different methods or devices?

- a. Yes, the new system will hold any payment method that you would prefer to use from any device you want to use except for PayPal which should be available in the near future.

9. I have a Ginger Creek website ID, is this the same as what I need for the new giving platform?

- a. The new system is separate from the Ginger Creek website. If you have an ID and password for GingerCreek.org, this will not be recognized by the new giving system.
- b. When you go to donate in the future you will need to set up a password for this system. The password you use can be the same one you use for GingerCreek.org or anything that you want.

10. Can I give as a guest without signing in?

- a. Yes, guest giving is available from the new system.
- b. As a benefit, the system will however retain your account information that you used to donate and it will be available if you go to give again for your convenience.

11. Can I use the same ID to give on my phone as well as on the website and Kiosk?

- a. One of the best parts of the new system is that only one ID and password are needed for any giving, registration payments or purchases you might make. All channels are available to you with one ID and password.

12. Can I use the Kiosk to give from my checking account?

- a. No, the Kiosk is only available to use for credit card and Debit card donations or payments/Registrations. This may expand in the future but it is currently only available for swiped cards.

13. Can give using my Credit Card, Debit Card or checking account information?

- a. Yes all donation/payment methods are available with the new system with the exception of PayPal.

14. Can I set up automatic repeat giving using my phone, website or kiosk?

- a. Yes, Repeat/Automatic giving is easily set up on the new donation system.
- b. The system will allow you to give weekly, monthly, bi-monthly or one time. You will also be able to change the frequency at any time that you need to. This is either for the amount of the frequency of the gifts.

15. If I give using text giving, where will the gift show up?

- a. Text giving will be set up against your credit card or bank account depending how you set it up. It will NOT be on your phone bill.

16. I am already giving automatically through the website, will this continue or do I need to start over?

- a. The giving that you are currently doing through the current system will continue for the time being. Hopefully in the near future you will set up the giving through the new system and TURN OFF the current giving but for the time being this will continue to be available. If you have questions about this, the office personnel can discuss this with you and help you make the transition.